

# First Steps Family Survey

## Statewide Summary

Spring 2006

Total surveys mailed out: 3076

Total surveys returned: 866

1. How old is your child?						
104 (12.01%)	251 (28.98%)	468 (54.04%)	37 (4.27%)	6 (0.69%)		
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer		
2. At what age did your child first begin receiving First Steps services?						
439 (50.69%)	221 (25.52%)	184 (21.25%)	0 (0.00%)	22 (2.54%)		
Less than one year	1 yr - less than 2 yrs	2 yrs - less than 3 yrs	3 years and over	Did not answer / did not know		
4. It was easy to learn about First Steps, to find out if my child was eligible for services, and to obtain the early intervention services that are needed for my child and family.						
369 (43.46%)	370 (43.58%)	74 (8.72%)	33 (3.89%)	3 (0.35%)	3	13
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
5. When my child was evaluated, all concerns about my child's development raised by me and others were addressed.						
482 (56.18%)	341 (39.74%)	22 (2.56%)	10 (1.17%)	3 (0.35%)	2	6
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
6. The results of my child's assessments or evaluations were explained to me in ways I understood.						
487 (57.16%)	344 (40.38%)	15 (1.76%)	2 (0.23%)	4 (0.47%)	8	6
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
7. I received information and explanations about our family's legal rights (such as due process, procedural safeguards, child complaints).						
421 (49.88%)	320 (37.91%)	40 (4.74%)	13 (1.54%)	50 (5.92%)	12	10
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
8. I creating our Individualized Family Service Plan (IFSP), I am asked about areas where our family feels things are fine and where we feel we need help.						
534 (62.53%)	301 (35.25%)	9 (1.05%)	3 (0.35%)	7 (0.82%)	5	7
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
9. We receive all the services listed in our Individualized Family Service Plan (IFSP).						
503 (59.11%)	274 (32.20%)	37 (4.35%)	12 (1.41%)	25 (2.94%)	6	9
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
10. I feel the service coordinator and the early intervention providers listen to me and respect me.						
565 (65.70%)	258 (30.00%)	20 (2.33%)	13 (1.51%)	4 (0.47%)	0	6
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
11. Our family routinely uses the help of our service coordinator.						
233 (28.31%)	385 (46.78%)	148 (17.98%)	39 (4.74%)	18 (2.19%)	30	12
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
12. Our service coordinator helps my family, in a timely way, get the services we need.						
403 (47.92%)	338 (40.19%)	56 (6.66%)	27 (3.21%)	17 (2.02%)	16	9
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
13. The people who work with my child know a lot about my child's disability and how to work with him/her.						
538 (63.74%)	266 (31.52%)	25 (2.96%)	7 (0.83%)	8 (0.95%)	10	11
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
14. Early intervention services give my family ways to improve my child's development.						
615 (72.10%)	221 (25.91%)	7 (0.82%)	6 (0.70%)	4 (0.47%)	7	6
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
15. I receive information and explanations about the services my child needs and believe the services my child and family receive are appropriate.						
505 (59.34%)	302 (35.49%)	29 (3.41%)	11 (1.29%)	4 (0.47%)	6	8
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer

16. Early intervention services staff show respect for my family's ethnic and cultural background.						
466 (63.66%)	257 (35.11%)	0 (0.00%)	1 (0.14%)	8 (1.09%)	123	11
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
17. Individualized Family Service Plan (IFSP) meetings are scheduled at a time and place that are convenient for me and my family.						
560 (65.80%)	263 (30.90%)	13 (1.53%)	9 (1.06%)	6 (0.71%)	6	9
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
18. Early intervention services have increased my family's capacity to enhance my child's development.						
584 (68.79%)	238 (28.03%)	14 (1.65%)	4 (0.47%)	9 (1.06%)	8	9
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
19. Over the past year, First Steps services have helped me and/or my family:						
<u>a. Work and play together in a normal fashion even though we have a child with special needs.</u>						
426 (56.57%)	291 (38.65%)	25 (3.32%)	3 (0.40%)	8 (1.06%)	99	13
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>b. Feel more confident in my skills as a parent/guardian.</u>						
451 (56.30%)	305 (38.08%)	33 (4.12%)	4 (0.50%)	8 (1.00%)	51	14
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>c. Understand my child's needs.</u>						
484 (59.24%)	298 (36.47%)	27 (3.30%)	4 (0.49%)	4 (0.49%)	36	13
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>d. Be more optimistic about my child's future.</u>						
489 (60.59%)	280 (34.70%)	26 (3.22%)	6 (0.74%)	6 (0.74%)	43	16
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
20. Over the past year, First Steps services have had a positive impact on my child's progress in the following areas:						
<u>a. Understanding and using language</u>						
393 (57.96%)	231 (34.07%)	30 (4.42%)	13 (1.92%)	11 (1.62%)	161	27
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>b. Learning and cognition</u>						
378 (53.54%)	291 (41.22%)	18 (2.55%)	5 (0.71%)	14 (1.98%)	135	25
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>c. Social skills/behavior</u>						
330 (50.77%)	261 (40.15%)	34 (5.23%)	7 (1.08%)	18 (2.77%)	188	28
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>d. Emotional</u>						
285 (46.34%)	269 (43.74%)	31 (5.04%)	7 (1.14%)	23 (3.74%)	221	30
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>e. Adaptive skills</u>						
347 (51.79%)	277 (41.34%)	21 (3.13%)	7 (1.04%)	18 (2.69%)	162	34
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>f. Physical/movement</u>						
448 (63.91%)	226 (32.24%)	14 (2.00%)	9 (1.28%)	4 (0.57%)	145	18
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
<u>g. Health/medical</u>						
280 (49.73%)	218 (38.72%)	38 (6.75%)	11 (1.95%)	16 (2.84%)	277	26
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer
21. Since being part of First Steps, I know how to work with professionals and advocate for what my child needs.						
393 (47.52%)	372 (44.98%)	25 (3.02%)	10 (1.21%)	27 (3.26%)	28	11
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer

22. The information and help my family receive through First Steps has made our family better off.

534 (63.57%)	269 (32.02%)	14 (1.67%)	9 (1.07%)	14 (1.67%)	13	12
Strongly Agree	Agree	Disagree	Strongly Disagree	I Do Not Know	Does Not Apply	Did not answer

### Question related to Community Resources

What community resources were you made aware of through First Steps? *(Question added for February 1, 2006 mailing)*

244 (12.88%) Parent support groups	106 (5.59%) SSI	132 (6.97%) Childcare services
130 (6.86%) DSS	85 (4.49%) DMH regional centers	69 (3.64%) Co Health Services (v
51 (2.69%) DHSS	137 (7.23%) Medical services	50 (2.64%) Transportation service
79 (4.17%) Library	9 (0.47%) CPD	15 (0.79%) Chrch/Relig. facility
		66 (3.48%) Service organization
		67 (3.54%) Other

287 (15.15%) *Chose more than one resource
379 (20.00%) *Chose no resources or N/A

### Question related to Race/Ethnicity

What is your race/ethnicity? *(Question added to February 1, 2006 mailing)*

734 (84.76%) White
53 (6.12%) Black/African-American
17 (1.96%) Hispanic/Latino
9 (1.04%) Asian/Pacific Islander
9 (1.04%) American Indian/Alaskan Native
43 (4.97%) No Response

# *First Steps CFO Family Survey 2006*

*Note: Comments are typed as written on the surveys with the exception of the correction of most misspellings. Names and other personally identifiable information of children, families and providers have been redacted.*

I have appreciated the help and individualized concern for my child and all her needs and problem areas. First Steps has been tremendous! We see great improvement that has taken my daughter further than I thought was even possible.

We've been very pleased with the therapists we've been using, but it's surprising that there aren't very many to choose from, especially physical therapists. Thank goodness we got the last slot our therapist had open. The therapists that help us are very knowledgeable and helpful.

We had First Steps about four years ago with another foster child and it helped him so much.

The eligibility process was terrible. It was long and confusing. From the day that we called to the day he first got services, it was three months. No one has been able to explain to me how the insurance works (since we have it). I have seen nothing in writing since the initial evaluation and would like to see how my child is progressing against other children his age. His speech therapist and physical therapist have been wonderful with my child and I really feel like he is developing faster and better. Thank you. They do seem to be overbooked though. There's not a lot of flexibility in their schedules.

Physical therapy is hard to come by. My child sees an occupational and speech therapist once a week. He only receives physical therapy once a month. I would like to have physical therapy at least once every other week.

The First Steps program has been a godsend to our family. Our three-year-old son was born with Congenital Aural Artesia of the right ear and only has hearing in one ear. Thanks to the Parents as Teachers, we learned about First Steps and our son qualified for speech therapy. He went from 50% to testing within normal limits in almost two years! Thank you so much for this program. We are forever grateful to DESE and Parents As Teachers. Our son is now receiving services through the public school and he is doing well. Again, thanks!

Please see attached letter: April 3, 2006 Dear First Steps Program: Thank you for giving me the opportunity to express my gratitude and positive feelings about your program. I would like to personally thank the members of my "therapy family." Each of these individuals is gifted in their specialty. Before you have a child with "special needs," you are unaware of this entire world of professionals and programs that is in existence all around you. Now that I have seen this new world, I am filled with hope and confidence about my daughter's future. It has been a joy and a privilege to have the therapists as a part of our lives. Thank you.

My son was born 16 weeks early. He's had a very rough start which has been hard on me. As a new parent you want to think your child is perfect, but with so many problems from the start, it was obvious he was not. Two and half years later, I know what is important; happiness, social skills, being a positive part in the community, etc. First Steps has helped me in more ways that you could not believe. He got to come home early from the hospital because we had occupational therapy set up. To help him learn to take a bottle after three and half months was special to us. Regarding physical therapy, our son had poor use of his left side. He still is not equal left and right, but if you were not looking for it, you would never know. The physical therapist has been with him since he came home from the hospital. She's wonderful. Regarding speech therapy, six months ago he was signing 5 words. He now signs 20 words and can say 30 words when prompted. The speech therapist is the best! First Steps has given our family much help, hope and love for the past two and half years. It brings tears to my eyes to think about our son's start without them. Thank you.

We are very happy to be in the program. Our coordinator is wonderful and very available to assist with any problem or concern. We have received wonderful attention and helpful therapies thus far. This service is a blessing. Thank you!

We feel so fortunate that our son has had an opportunity to receive quality services from individuals who truly have his best interests at heart. We are strong proponents of Missouri First Steps. Our son has made significant progress and continues to amaze us with his language. Addressing all of his needs has been a priority of our team, and we have been rewarded and blessed with caring providers and a great service coordinator. She is timely, compassionate, on-task and in touch. She has made the process "painless." All of our providers are tremendous. I was not terribly impressed with my son's developmental or occupational evaluations. They were not too substantive and were based only on parent interview and minimal observation with minimal interaction. Thanks so much!

First Steps has been a totally positive experience for us and especially for our child. We appreciate the advice, knowledge and help we get through First Steps, as it pertains to our child. Thank you!

We love the program! They have been wonderful to us and I see a big change in my kids. I am so thankful for the program and love watching my children learn and grow from it. We are so lucky to receive services from First Steps and my children are greatly benefiting from it. They will certainly be ready for kindergarten now. Thank you.

There is a great deal of inequality with how services (hours) are dispersed. I know some families with kids who have the same disability and severity who are getting 20 hours when we only get 9 hours. I understand every child has unique needs but there needs to be some equality in the number of hours that are given out.

We have really appreciated the help and support from our service providers. Our child looks forward to meeting with her each week and it is a positive experience each time! We will miss her support when his services are expired. Thank you for listening to concerned parents and providing support, encouragement and instruction for our families.

My therapists are amazing. The best! Our First Steps coordinator really cares about us.

I cannot fully express how much we have benefited from this program and how much we have appreciated the knowledgeable, caring and positive professionals who have worked with us. Our service coordinator has been an outstanding resource from the very first phone call. She is ever calm and quickly follows up and follows through on every question, concern, or need for adjustment in our IFSP. Thank you to all for the incredible work you do for our son, our family, and all the other children and families. We can personally attest to the value of early intervention. Our son is so much happier and is nearing "normal" developmental expectations. Thank you.

Question 19b: Rated a 4. Not their fault, I will never feel confident.

I just wanted to thank First Steps for helping my premature baby develop and work with her and show me how to deal with the many stresses of having a premature baby. Thank you so much.

Some of the things I disagreed on were only because I already knew before First Steps.

Surveys like this are not really adequate to assess the value of a program. I have benefited from First Steps. However, I think there is way too much paperwork associated with services. I think the coordinator has done a good job trying to help us understand how things work, but quite frankly, the system is too complicated in my opinion.

First Step's value to my family is not measurable and we don't know where we would be today without the support and services First Steps has provided for us. Thank you.

I am so thankful for finding First Steps. The program has made a tremendous impact on my family. Thank you for everything and all that First Steps provides.

I would like to know more about community resources (CPD, DHSS, Childcare services and Churches/Religious services).

The First Steps program has been wonderful in helping us to help our son progress, by not only working with him, but by teaching us what we can do to help him improve. The therapists have been very supportive and professional. They spend quality time with our son and are able to teach us while working with him. We have been truly blessed by the First Steps program and those involved with our son's care

My service coordinator was very difficult to get a hold of. We would talk about things my child needed and no follow-up was done. (I don't mean always, but a lot of times). At this time my coordinator no longer works for First Steps and I don't know who will take her place. I hope whoever it is will be easier to reach and communicate with.

The First Steps program has been instrumental in helping both of my sons receive speech and occupational therapy. I feel their therapists helped us to treat their developmental delays in ways we could not and ensure that they were (and will be) caught up by the time kindergarten starts.

I really enjoy the First Step's program. My son has showed a lot of progress. His speech and occupational therapist are great and we both really enjoy them! Our service coordinator is very helpful. The whole program is a blessing for my son and our family! Thank you!

Our service coordinator has been amazing. She knows my son and his special needs and always takes the appropriate actions to see that he receives the best services possible. He has several physical, occupational and speech therapists and special instructors and they all work very hard to help us set goals for our son and implement plans to help him work towards his goals. We have an astounding group of professionals helping our son.

The therapists we are involved with in Camdenton have helped our son and our family, as a whole, tremendously. We are thankful to be a part of the "First Steps" program.

I don't know what we would have done without First Steps. It has made such a positive impact on my children. The governor would really be doing an injustice to Missouri by eliminating this program. Keep up the great work. Sincerely, a grateful mom in Missouri.

We feel very fortunate to have First Steps available to our family. Our daughter has benefited greatly from the services she is provided. It is unfortunate that there are many children in need who don't qualify for services because criteria have had to be set so high.

I think it is absolutely ridiculous that First Steps almost dropped and now the whole FCP plan is probably a larger burden to implement than the supposed waste that is being eliminated. The cost of early intervention is sufficiently less than waiting until later and I prefer my tax dollars be spent in that fashion.

First Steps has been a wonderful program for my child. He has been receiving services for eight months and he has made unbelievable progress. However, I am a social worker myself and before my child was diagnosed and physical therapy was ordered, I did not know that First Steps existed. Had it not been for the physical therapist that first evaluated my son at Children's Hospital, we may not have been able to get services for my son so quickly as she is the one who referred us. This makes me question how many families could be receiving services but aren't because they don't know those services exist. First Steps is an amazing program that will assist many children but many more still need to be educated on the program so that everyone who needs services can receive them. Thank you.

I just wanted to let you know that the First Steps program has helped my son a lot. We would not be able to continue the care he gets without First Steps. I hope that this program will continue to be around to help children like my son for a long time. If they get rid of this program they would be doing a disservice to all of the families and children who have a disability and need their services.

We are very satisfied with First Steps and can already see improvements in our child's physical abilities.

I'm disappointed in the program. The therapist doesn't focus on my child's particular problem and is very difficult about the schedule.

The people involved with First Steps always seem to go out of their way to not only make my child happy, but all of us. What I knew of our child's Down Syndrome was that of a person on the outside. I had my hopes, but also my fears. I've always known it would be up to me to help her grow. But, through the information given to me by First Steps, the life waiting for my daughter is wider and more beautiful than I ever imagined. Each session our daughter gets makes me happier because every minute your people devote to her only makes her stronger. Because of them, me and my family, including our four year old, can give her exactly what she needs to help her reach the goals we have set. First Steps is a godsend and we're all thankful, everyday, for the help they have given (and give) our beautiful little girl. Thank you.

First Steps has helped my husband and I view our son's lack of vision much more positively. With the continued assistance of both programs, we know our son will have every opportunity to grow, mature, and succeed in ways that are best for him. We are so grateful for all of the educational, therapeutic, and emotional support we have received.

I don't know what we would do without First Steps. They are outstanding people who help our son daily to achieve his potential. The progress he is making within the program is amazing! I can't say enough about the program. It has been a godsend. Keep up your great work!

I just wish I didn't have to take her somewhere to receive additional services.

Our first service coordinator was to come to our house in October of 2005 to evaluate our son. He has Congenital Cataracts. She never came. She then got upset at me when I could not meet at a time convenient for her due to my just having a hysterectomy. She was rude and inflexible. Then we finally got another worker to come out. She finally came to our home in February 2006, 4 MONTHS LATER! We needed help with paying for our son's contacts. I told First Steps that from day one (October 2005). We were led to believe we would receive help for paying the doctor for contacts. But, I was informed during a visit in February 2006, that First Steps would not help. After all the time First Steps wasted, they couldn't even help! We have NO USE for First Steps and tell everyone we know about our experience. Your "first impression" was HORRIBLE! We use Children's Miracle Network and they have been nothing but friendly and helpful.

I am somewhat disappointed in the First Steps program, mainly because they have offered little resources for my child's disability. It may be that we are in a smaller community, but on my own I have found more resources than they have ever provided for me.

I think a parent co pay is a horrible way to have a balanced budget. It will not affect us, due to Medicaid through Foster to Adopt. But, having three children who have been through First Steps, this is not a way to help families in need and crisis as most with special needs children are. Since very few people plan for it and have lots of medical expenses (co pays add up quick) and may have other children too!

What a wonderful program we have! I am proud to say that I live in a state that has top notch programs for our "special needs" children! Thank you and God bless!



At every step of the process (initial service coordination, initial testing and speech therapy) we dealt with extremely professional, qualified, caring people who helped us deal with our child's special need. We are hopeful that when our child is in elementary school and after years of therapy and work and speech, will be typically developmental. We believe this is only possible due to the early intervention of First Steps! Our in-home therapist is such a motivating and excellent therapist. She does so much work to prepare for each session and continually brings things that are of interest to my son and caters to his style of learning. Most importantly, she teaches us how to carry on with this style in our everyday routines. We would never learn these tools elsewhere.

FYI: I have only talked to my service coordinator once on the phone. All of my early intervention, etc., was done through my intake coordinator. She was very helpful and kept communication going at all times. I entered the program when all the changes were taking place, which wasn't to my benefit. I am very pleased with the services that my son is receiving. Thanks.

We love our speech therapist! She is wonderful. She helped my son improve his speech and he learned to behave better during our meetings and participating. She also helped me with some of my personal feelings on single parenting (guilt about absent father and so on.) She really touched our lives! That means a lot to us.

Our child has been dismissed from the program, but we really appreciated all the help we received from our therapist and service coordinator. Thank you!

First Steps is a wonderful program. Everyone has been very helpful even in areas that may not be their responsibility (i.e. the physical therapist helping in the search for glasses my son can't break).

We have had numerous problems keeping a therapist for our son. No one wants to drive to our town is what we are told! Our service coordinator has helped us in very few ways. She cannot answer any questions my family has and at some points can be a smart elic. I'm very unhappy at this point in time with her, and I'm sorry but I can't find much good to say. We also still get told that our son has a box full of therapy equipment sitting in her office, but we cannot have it since we don't have a therapist willing to drive here!

I have changed service coordinators and the new one is better. The old coordinator didn't know answers to many questions. This coordinator was assigned during administrative transition and was new to First Steps. Question 19: Was comfortable in areas listed prior to First Steps.

I am very disappointed that I must travel to Moberly once a week (during the day) to get occupational and physical therapies. My situation is very unusual and allows me to adjust my work schedule, but I'm sure 99% of families would not be able to do this. I am very pleased with my interactions with the regional center and the therapists who provide care. I would appreciate any efforts to recruit approved therapists to my area.

My child has done exceptionally well since starting speech therapy with the First Steps program. I am very pleased with the progress he has made. It is a wonderful program.

First Steps helped me and my family at a time when it felt like the weight of the world was on my shoulders. They are wonderful. Parents have so much on them that it is nice to have some relief from First Steps. I had never heard of First Steps before my daughter was born, but now it will be in my mind and heart forever. God bless everyone involved with First Steps.

I feel this program needs to look at group play outside of the home. Children need to view others at play and learn social skills. Children with disabilities need to be under a more structured playground with instructors trained in sign language and other modalities dealing with disabled children. Normal daycare and playgrounds are a waste of time and money. Just like in our school district, these children get pushed aside without proper help. In-home therapies are okay when the child is very young but by age two it is time to expand to other areas to better prepare for the school district.

I just want to add that the therapists have all been wonderful for my family. I am thankful for everything you've provided and for the emotional support for my daughter and my entire family. You are all wonderful! Thank you.

First Steps has been an outstanding program for my daughter and I. Without it, I truly do not know where we would be. We spend so much time in the hospital and doctor's appointments that it is a godsend to have the therapist come to us and not have to make two extra trips a week for therapy. Our service coordinator with First Steps has been wonderful and so has his therapists. Thank you all so much.

First Steps has done an amazing job with my son. His prognosis was very bad at two months of age. After utilizing six different therapy types (PT, OT, O&M, DEV, VIS, Speech) the progress has been incredible. He could truly be a poster child for the First Steps program. Thank you!!

First Steps has provided a tremendous service to my son and family. Their support in assisting my son's speech development has produced remarkable results which I do not believe could have been achieved without their help. Thank you very much.

We have a new service coordinator starting April 2006. I'm hoping for a more positive role with her involvement than we have had with our previous service coordinator. We are very happy with our therapists, but really wish we had in-home service available for our county. It is emotionally stressful for my child at this point. Hopefully, he will adapt as we keep working with him.

This program has been invaluable to our family as we do not qualify for many other services. We would have been hard pressed to afford the same care for our child otherwise. The experience and advice of the therapists in this program have made me confident that my child has received the best possible care in and out of the program.

I have been very disappointed in the reliability of our therapists and the inability of the coordinators to do their monthly checks on us. I have not been satisfied with your program. Unfortunately, what could be a great program is not managed well and is poor.

Overall, First Steps has given me a better outlook on my child's future. She is doing things the doctors said she probably never would. They listen and are willing to point us in the right direction when something new comes up. As a young mom who wants only the best for all her children, they are the best.

The First Steps program has been crucial in my child's development. We were able to add therapies as needed, and removed them when my child was ready. The program is wonderful, and with weekly therapies for my child, I am also being educated and can help with his progress.

Our son has only been in the program for six months but has made a lot of progress with his speech therapy. We've been very pleased with the First Steps program and are happy it is available.

The IFSP was set up in such a detailed and comprehensive manner, services have been consistent and effective. There hasn't been any problems. Our service coordinator checks in regularly with us. The information and help my family received through First Steps has made our family better able to promote the growth and well being of our child. Our child was born very prematurely. First Steps has worked with our family to help our son. They began work through various therapies within two months of his being discharged from the hospital. First Steps has been with us for a couple of years now. While at times it was difficult to see any progress with our son, the First Steps team never wavered in their encouragement and continued support. We love the home-based visits as it is a way for our whole family to learn ways to help our son grow and progress. Our service coordinator is available any time. The IFSP was written with such attention to detail that there have been no problems. The therapists keep copious records of our son's progress. And while they delight in each new accomplishment, they continue to look ahead for him, encouraging him to keep progressing. I'm always very clear on what he has accomplished and what to be looking forward to in the near future in terms of skills and abilities because of our therapist's very comprehensive knowledge in their respective fields. Missouri children and families are very fortunate to have this program. I think even the name, "First Steps" is beautiful. Thank you for the opportunity to share my opinions.

We are extremely grateful for the First Steps program! Thank you.

First Steps has been a wonderful resource. The service coordinator is outstanding and really has a genuine concern and interest for my child. The speech therapist and occupational therapist do a great job with speech and sensory concerns. This program is vital and necessary for preschoolers and toddlers. Please never discontinue the program. More people should be aware of it's existence. I believe I was told by word-of-mouth and later the doctor at Children's Mercy gave my family a referral. Thank you First Steps. Y&ou do a great work.

I wish that more community events were available to me and support information.

Though we've only been a part of the program for a few months, I feel we've already made great strides. The therapists working with my son have taken the time to get to know him and his personality as they work with him. I'm very grateful for the help and reassurance they have provided.

Our income is such that we don't qualify for social services, but the PT, OT and speech therapy have been invaluable. Our daughter is our only child and she has Down Syndrome. I hope families of children with DS will continue to have free or low cost access to these early intervention services. Thank you.

I like the First Steps people. When my foster daughter was born, she had problems and you gave me hope. Last week I got a letter saying I might have to pay \$100.00 a month. I can't afford that. I am a foster parent (grandmother) and I have a Medicare card. I'm very sorry if I can't stay in the program. She really could use the extra help. Thank you.

I have had meetings but have been told that there are no therapists who work in the areas he needs beyond what I have privately. I'm not happy at all!

I have nothing but wonderful things to say about the people who have touched my children through First Steps. Our therapists are awesome! I wish our governor was as good one. I won't hold my breath!

I have heard that I am supposed to have monthly contact by my service coordinator. I don't. I only hear from her if I call her and need something.

Our daughter has never been evaluated by anyone other than the two coordinators. But as far as anyone can tell at this time, she has no problems other than the Sleep Apnea and sometimes her heart beats too fast or too slow. She is a little behind for seven months but not much.

It has been wonderful for my child's development. My therapists are the best. The coordinators are very professional. Thank you.

My original service coordinator has only contacted me a couple of times. I haven't heard from her since about October. I now have a new service provider that I feel comfortable with that will check in monthly/periodically. There wasn't a huge need for her to coordinate things, but I still feel she did not do her job by checking in on my son periodically enough.

I am not very happy with my service coordinator, but I now have a new one. We love our speech/language pathologist. My child is talking a lot better.

It was identified on my IFSP to receive speech therapy and we have not received the services yet. My child is two and has started daycare and needs help with his vocabulary. The daycare center has requested that my child receive his therapy there so they could watch the therapist and assist him while he is there five days a week. It has been difficult coordinating a visit and no one has contacted us in months.

All people that we deal with are great. This program has been a great benefit to our son.

Our family is very thankful for the First Steps program. If it wasn't for First Steps, we would still be waiting for a Developmental Evaluation. With this program my son has a much greater chance of getting caught up developmentally. Everyone has been so helpful and caring. First Steps is great!

Thus far we have only used First Steps to line up our physical therapist. I look forward to our continued relationship as my daughter progresses through each of her developmental stages.

First Steps has been a wonderful program for my son. My husband is in pharmacy school and I stay at home with our twin sons. It is such a struggle to be a young married couple with no financial stability. But First Steps makes it so much easier. Thank you!

A great program!

Without First Steps my son wouldn't be as mobile as he is. First Steps has been a great program for my child. First Steps has made life easier on my son. I don't think he would be as far in his development as he is without First Steps. First Steps is a great program for children with disabilities. Thank you for letting us be part of First Steps.

I would like to know more about child care, CPD. I would like to learn about transportation. More information about services for children. All information relating to children.

This is a wonderful program. As a former teacher and parent educator, I quickly realized my child had special needs. First Steps worked quickly to have him evaluated and entered into the program. Our service coordinator is excellent. She keeps up with our progress, calls frequently, and is truly interested in our child's well being. We are so thankful for this program. It has made a huge difference in our child's life.

Our providers (intervention) have been great, however, service coordinators and SPOE directors have not worked with our family. I have tried talking with several people about it and nothing seems to be helping. No family should have to struggle and fight to get appropriate services for their child. This is what our family continues to do and has been doing since February 2006. It is now June 2006.

I cannot tell you how strongly I feel that the services provided by the therapists have helped our son as well as our family. I dread to think of where our son would be without them. On the other hand, I have been very disappointed with the area of service coordinators. We have had six coordinators in two years and nine months time. We have never requested a new one and the turnover has been terrible. I do not feel as if any of these people have truly gotten to know our son as each of his therapists have. At every IFSP and six month review we have had a different coordinator there-each with very different opinions about services for our son. This has been far more stressful than dealing with the special needs itself!

We have had a positive experience in the First Steps program. The professionals are courteous, respectful, and truly act like professionals. We had a problem obtaining physical therapy services early on, not because of First Steps, but due to a lack of providers for our area. (This situation has been resolved). We are thankful for the services we obtain from First Steps. Our child has made huge strides in development.

I am a foster mother and I think First Steps is a wonderful and effective program. My experience has always been very positive.

Question 19 I think is inappropriate. If you are a parent, whether or not your child has a disability, you treat them as normal. I don't feel that First Steps helped me become an advocate or a better parent like your questions ask. Your child is your #1 fan and you would stand up for your "normal" children just the same. I don't understand why people try and make it different just because you have a disability. I think, all in all, First Steps is a good program and it is your therapists that make a difference.

Without this program my son would not be doing half as well as he is now!

We felt like the process involved to obtain services was unnecessarily time consuming and repetitive. I answered the same questions and gave the same medical history multiple times (phone pre-screening, intake coordinator and then 2-3 more times with the service coordinator). Notes were taken by hand, not on the computer. I was also asked the same questions by the person who screened our son for speech delays. The amount of repetition and paperwork really discouraged us and nearly made us drop our request for services. Finding a therapist through the "Matrix" was also difficult. There were out of date postings and contact information. It was almost impossible to find someone to work with our son in the late afternoon or evening (both parents work). Once we found a therapist, we were not all that impressed with her, but we couldn't bear the thought of having anymore meetings or making endless calls to find someone else.

I have a great coordinator. She is very thorough and organized.

The comfort, confidence and know-how that the therapists, dietician and service coordinator have provided for our family have been just as valuable as the direct intervention provided for our son.

First Steps is very helpful. I would recommend stronger support in the area of general overall development information. A goal of any parent is for their child to be on target for typical development or staying in a percentage range, close to that development. Parents need a "forest" view not only issue or trees. I would also recommend a daily or weekly "to do" list for parents. For language development Parents As Teachers recommend three times a day for five minutes that you talk to your baby and tell them what you are doing. The approach would be similar to a workout card at the gym or a weight watchers points chart. The success of the program can only go as far as the daily effort does. For some, a clear check off list of activities is strong straight-forward communication.

I believe strongly in First Steps. My child who was born three months premature has gained many skills and has been helped defraying developmental delays by receiving physical, occupational, and speech therapies. I recommend First Steps to any child in need.

I am very pleased with First Steps. I believe my son is doing well because of the program. My son has Spina Bifida. He is doing so well the doctors are surprised at his development. He army crawls, rolls over, and sits up all on his own. He is a happy (social) boy. It is wonderful. Thank you First Steps for a job well done.

Our experience with First Steps language intervention has been helpful - so far. We have only been receiving speech for a few weeks and our service coordinator has already changed. Therefore, we have not had an opportunity to rely or bond with either coordinator. Due to our prior experience with First Steps, when an older child was younger, we have not needed to receive advocacy assistance or learn how to get needed information.

It was frustrating getting the transition meeting together. I ended up scheduling it myself and telling everyone with the hope that they would be there. The ABA provider only scheduled 10 hours/week when the evaluation called for 12-18 hours a week until it was brought up at the transition meeting a week and a half ago and I haven't heard about any additional hours. I'm irritated with the lack of accountability by some providers (showing up late, not calling, not calling when they're not coming).

I have opted to drop out of the program due to the new fee schedule. It is less expensive for me to hire private tutoring on a weekly basis than it is to pay First Steps.

My pediatrician lacked understanding of First Steps as a coordinating agency for services. She thought First Steps would make the professional medical recommendations as to what evaluations my child needed prior to services being provided. Bottom line is some pediatricians, especially ones in practice less than five years, may need education regarding what First Steps does.

I don't feel that the First Steps program works with parents to give them what they need and want. There are so many rules and regulations that no matter if it is in the best interest of the child to change something, it does not matter. As for the director of First Steps, she does nothing to be an advocate for your child. If you come to her with a problem, it is as if she already has her mind made up before you get off the phone.

So far this program has done nothing to help my toddler. We have changed therapists several times due to various reasons. Very disappointed so far in this program.

First Steps has been a blessing for our family. Our daughter's service coordinator is awesome at what she does. The therapists have done an amazing job with my daughter.

We are very pleased with the progress our child has made through his involvement in the First Steps program (in the area of speech/language).

My family and I have been a part of First Steps. They have helped me understand my son's special needs. They have been very supportive to my family. I have been able to help my son by being more patient with him. With the help of God and being a part of First Steps, things are coming along very well. The speech therapist has been very patient and understanding with me and my son. Thanks.

First Steps has been very helpful to our child and our family. Our first service coordinator was not very helpful. Plus, we only heard from her when we tried to contact her. Our second and third service coordinators have been extremely knowledgeable and helpful. Thank you for the First Steps program. Our therapists have been great!

I honestly have no idea what we would have done (or what we'd do now) without the instruction and encouraging support of our First Steps therapists. While our insurance has been phenomenal in paying for our child's medical costs, they don't cover long term physical or occupational services. We earn just enough to not qualify for Medicaid (as best I can tell) but there's no way we could afford monthly, much less weekly, therapy on our own. Our child required specialized formula, not covered by insurance, which takes a chunk out of our income. If we had to pay for food and therapy; I'm beyond overwhelmed at the thought. Thank God Governor Blunt didn't take that step last year. Our therapists not only do their jobs well, they really care about my daughter. Because of the First Steps program, I honestly believe my child will have a happy and productive future!

I work at UC Regional Center and already knew about the programs.



Our son is about to turn three years old and has been in First Steps since he was 18 months old. I shudder to think where he'd be now without the help he has received through First Steps. At 18 months old he said only one word, "ball", and did not gesture at all. Much of the time he did not understand us and could not communicate his needs and desires. He didn't like being touched at times and often had trouble with his balance. He did not play with toys in an age-appropriate way, preferring to repeatedly press buttons on toys for lights and sounds and to spin on the floor. He had major feeding issues that included not chewing food, not self-feeding and a general distaste for eating in general. He was thought to have sensory integration issues - being oversensitive to touch (tactile) and under sensitive to movement (vestibular). Since receiving help from First Steps (speech, occupational and developmental therapy), he has made HUGE developmental leaps. He communicates almost as well as other children his age, and he understands us. He can tell us what he wants and needs and is starting to converse. He is beginning to play with toys in an age-appropriate way. His balance is greatly improved. He has made progress on his feeding issues, although he still has a long way to go. (He has qualified for continued early intervention services through the Special School District due to a severe delay in adaptive skills.) By looking at him, you wouldn't think he had special needs. He is one of those who easily would fall through the cracks. Our hope is that with the help of First Steps and the Special School District, our son will be able to attend mainstream school by kindergarten, and we are confident now that can and will happen.

Therapists are awesome. My daughter loves them and responds very well. Our therapists are respectful, helpful and very nice. The service coordinator is great and helps me a lot. They help me get what I need and what I want. Awesome!

I can't say enough about my son's therapist and our coordinator. Dealing with his health issues is hard and First Steps has been a godsend. Thank you so much.

I am very thankful for all the help.

None of the resources apply. I've been on WIC and food stamps and Medicaid before First Steps.

The First Steps program has been wonderful! Thank you.

This is a great program and is very important to the development of kids who need help the most.

Since Governor Blunt has made First Steps cuts in Missouri, my son's frequency of services has decreased and different orthodontics have been cut. Our service coordinator has become less helpful since the new First Steps budget.

My only disappointment has been the inability to locate a local provider. My husband and I have to miss work each week to transport our child for therapy services.

Our daughter is a foster child. I have worked with First Steps and special needs kids for several years. The First Steps program has been an important part of our kid's rehabilitation. We work with drug-infants. I learned so much from the therapist. They are an asset to what we do. Thank you so much for the program.

This program has helped our family in learning the skills we needed to better serve our little one; a beautiful little girl that has Down Syndrome. Thank God for programs like this that give our disabled or differently abled children a chance with life skills that the rest of us take for granted.

Found out about First Steps from a friend and PAT. I already knew about other services.

Please translate the survey into the Spanish language.

I really want to thank my therapists for all their help. It is so wonderful to have them as a part of my family. They have done wonders with my child. The program is great. Keep it up.

It is a program that every person with a child should go through. My son will have a brighter future because of it.

I think this program is great! It really helps those kids in need! Thank you everyone.

We are very fortunate to have access to First Steps. My son would not be advancing as quickly as he is without the guidance of this program. Thank you very much.

Great service. We enjoy them.

Services my child receives through First Steps has made a tremendous difference in her development. This truly has been a life changing program for our family. All of the professionals we deal with are knowledgeable, helpful and supportive.

We had a significant delay when our service coordinator left. There was at least a one month gap in resuming services. That has been our only issue with First Steps. Why not self-addressed, stamped envelopes? You are asking for help. Don't ask for money for stamps too!

Need more speech therapists in our area. It wasn't easy to find one with availability.

We love the services we are provided by First Steps and are very grateful for all they have done for our daughter.

First Steps has been a godsend to my life. They have greatly helped me to be more confident in parenting and recognizing my child's needs. Thank you and keep up the good work! You are doing wonderful things for deserving children.

I am a foster mother and I think First Steps is a wonderfully effective program. My experience has always been very positive.

Our service coordinator has been a wonderful asset to us and our journey through the First Steps program. Thank you.

The First Steps restructuring has been nothing but a huge disservice to my child. Through this restructuring we lost one of the best occupational therapists in the area and there is not another. We lost our service coordinator and our speech therapist. On top of the loss of services and personnel, we are being asked to pay for such services out of pocket which has been a big strain for us financially due to the already rising costs related to my child's health/disability issues. Since the restructuring I have had to seek outside sources for occupational therapy until an OT can be located. This restructuring has been nothing but disservice to our family and our child.

The questions were hard to answer because we have only been in the program a little over a month.

You should have provided an envelope with stamp if you want a survey done and sent back!

We are so appreciative of First Steps. Our miracle baby has improved by leaps and bounds because of her physical therapy. Thank you so much.

I feel that First Steps is a great program for kids that need it, but they tend to keep the kids in it when they have overcome the majority of their disabilities. Prolonging the dismissal just costs taxpayers money. I have a child like that who has caught up to the "age appropriate" play, but the therapist continues to see child on a twice monthly basis.

Extremely satisfied with the First Steps program! Can't say enough for what they have done for my family.

Never cut First Steps! It is way too critical and important to the welfare of the children who need it. Also, it seems that monthly payments should be based on not only income and family size, but the number of hours of services received or some other measure. Families who receive one therapy session a month should not pay the same as a family that receives ten (assuming income and size are the same.)

I am a strong advocate of First Steps. I have three young children and believe early intervention and education is the key to a bright future for them. Thank you for a wonderful service.

The First Steps program is so valuable to children with special needs. Since last year, I have learned so much about my daughter and new strategies to use when I work with her. If I didn't have that, she wouldn't have grown much last year, therefore, making it more difficult to "catch up." As my daughter approaches her second birthday, I am amazed to look back and see her progress and growth. As I look at the big picture now, I know she'll be making a good transition into pre-school. I've addressed her needs and accommodated them this far in her life. I can't imagine not doing this before her school years. It would make the transition into school more difficult without the early intervention of the First Steps program. I'm so thankful for the use of this program. It has helped not only my daughter, but my entire family as well. Thank you!

We love the speech therapist. She has been so loving and patient with our son. He always looks forward to the days she comes and tries so hard to do what she asks because she really acts concerned and loving. We have been blessed by this program.

I tend to feel the structure of the survey is designed to give a positive outcome to the data. "Does Not Apply" is not a "neutral" term when it comes to a survey. You have only left us with the ability to say 'Agree' or 'Disagree' on the survey. I can't feel 'neutral' about any category. This will skew the data toward the low numbers, that is what you want, but not an accurate result from us.

Only received the last page of the three page summary. Thanks to the First Steps program, my child has done wonders through the classes and therapies that are given to him. The program has been a blessing.

I had never heard of First Steps until we had gone to Children's Mercy for a consult and a therapist. We couldn't afford \$130 for therapy per visit and the therapist at CMH recommended First Steps. I wish I would have known sooner, since my son will only be eligible for six more months.

A physical therapist came to evaluate my son's gross motor. They have made the transition from First Steps to SE very easy! We are very grateful to First Steps and all of the help that my child has received. Everyone was extremely professional! Thank you.

I would like to say that our therapists are doing an outstanding job. I want to thank you for having them on your team.

We started in the Jackson county SPOE where it took us from May to December to get accepted. I fully believe that had I not been an advocate for my son, he wouldn't be receiving services. My service coordinators in my county were worthless! I should have received their wages since I did their job as far as my family was concerned! The therapists are very knowledgeable, caring and loving.

I can understand trying to balance the state's budget, but doing it at the expense of handicap kids is really horrible! Our insurance companies are already trying to find a way to get us off their plans because we cost too much to insure. By charging them for this "extra" therapy, you're giving them more reason. Doing what is right is not always what is easy.

Our children (triplets) were born at 26 weeks and required a lot of professional help to try to get on track to catch up in many areas. The First Steps therapists are wonderful. They have made a huge difference in our lives and our children! I don't want to even imagine what things would have been like without First Step's assistance. This is such an important program and children are our future! Thank you.

First Steps is absolutely VITAL to families and children in Missouri. It was too bad the Governor didn't realize what the program was before he decided to change it! There needs to be an emphasis on recruiting more therapists. Certainly, there is a lack of ABA services. ABA should be more readily available to children with disabilities that aren't Autistic. ABA is extremely useful and well researched for increasing development generally.

Our foster son was shaken by his dad and doctors said only his brain stem was viable. Today he eats solids, plays with his toes, coos, smiles, sets up with support, jumps up and down in his Johnny-jump-up, puts weight on his feet and picks up toys and plays with them. We can't say enough about the help we've received. She's always encouraging and our foster son has been helped by her work. We especially appreciate the positive outlook she brings to her clients. Our foster son is doing (physically, mentally and developmentally) beyond what the doctors said he could do! We also appreciate the kindness and promptness of our service coordinator. According to the doctors, our foster son should be a vegetable. Instead, he is only a few months behind his age. He is at a six month old age developmentally. We believe prayer and the hard work of professionals are making a difference in our foster son's life.

I have not been made aware of any of the community resources listed on the previous page. We are new to the area and would probably qualify if we had been aware of what was available. #11 and #12: Our previous service coordinator did not return phone calls and did not correspond with our therapists in a timely manner. We feel it would be beneficial for our son to have more opportunities to engage in play with other children and have talked to our service coordinator regarding that, but it sounded like First Steps couldn't help us. We meet our new coordinator today and she's making those services available.

We have to pay a physical therapist privately as First Steps has a shortage.

My daughter has not received services since July 2005. Her developmental specialist has not showed up. When we tried to contact to find out what was going on, we were told that she wasn't in the system and were given the run around. We have emailed people and made calls with no response. Finally, in March 2006, we heard from someone and they said they got the email back in September and were just getting around to responding. I'm really frustrated with this program as a whole. We haven't been able to get help with transportation for taking my daughter to therapy or anything. I hope this gets better in the next year.

I first approached First Steps for help in March 2005. They refused even to evaluate my daughter. After seeking help for her on my own, various professionals told me she should be in First Steps. I pursued the matter again, this time quoting the various professionals. She was accepted into the program in November and receives services in speech, occupational, physical and developmental therapy. I'm extremely upset that we lost 8 important months from age 17 months to 25 months!

Overall, our experience with the First Steps program has been very positive. The help we received has definitely improved our family life. I give the credit to our service coordinator and our wonderful service provider. However, we did have a very unfortunate experience with the first service provider. She was at our house twice and during that time, attempted interaction with our son ONCE. Then she proceeded to tell us that there were a great deal of physical development problems with our son also. This was grossly inconsistent with anything else we heard from any of our son's medical providers, but traumatizing none the less. It was like hearing he had cancer all over again. Thankfully, our service provider stepped in and recommended our current service provider, who we can't say enough positive things about.

First Steps is a very valuable program that benefits all families since it helps the special needs children and their families come to the public school districts much better prepared and the special needs children have a much better change of being productive students than a disruption to the classroom. This applies to outside the classroom too.

First Steps had not heard of my son's condition. We are all learning.

It was extremely difficult to get things started. The diagnosis and recommendation to contact First Steps was made in October 2004. The first response we got was in December. I had made repeated calls before a response came. We were assigned a service coordinator in January 2005. She was able to assign a physical therapist and a developmental therapist by February 2005. She was unable to provide a speech therapist at all. We finally secured this service on our own through the rehab department in our local hospital in March 2005. We had a wonderful service coordinator that was replaced in January 2006. We have had one contact with the new one in February 2006. My point in relating these concerns to you is that I feel valuable time in which important brain connections were being made was wasted. Our son is doing well, but perhaps for others in the future, this slow response time can be eliminated.

I think you guys helped me and my daughter out greatly. It was quick to get it going as well. Thank you.

Our son was behind in his speech and is already speaking about 70 words. We couldn't be happier with his progress and his speech therapist! Our son also has a sensory issue and without this program and our occupational therapist we would have no idea what he is going through or how to handle the situation. This program has really saved our lives! After our son was born, my husband quit his job to stay home with him. This has really tightened our budget - but we feel it is important for one of his parents to raise him. If it wasn't for First Steps, we would not be able to afford the speech therapist and occupational therapist that are currently helping our son. Thank you.

It is a good program. Thank you.

I have triplets. They all receive services but started at different times.

I am impressed with the program and have seen much progress with our speech-delayed son. Our speech therapist is very knowledgeable and she is great!

I think it sucks that we now have to pay for services. The Missouri General Assembly must not know what it's like to have a special needs child. If they are so worried about money, then make people on welfare get jobs or have to pay Uncle Sam back. I won't even get started on the WIC program. When I had my baby, I was told I would get no help because I was married. How right this social worker was!

First Steps has allowed my daughter to develop at a faster pace. Without First Steps, our daughter wouldn't be improving her skills; motor, fine and gross, emotional/social and cognitive development. We're getting there! Thanks.

We feel that this is a very necessary program.

My daughter is doing so much better. First Steps is really helping her develop her communication and social skills. We are lucky to be a part of the program. Thank you.

First Steps has helped my daughter in so many great ways! The people are genuinely kind and helpful whenever possible. This program has made a huge difference in my life! Her therapists make learning and working on her goals fun and interesting. She gets excited when I tell her they are coming, because to her, it's playtime. I hope the First Steps program continues down this path of constant improvement. Thank you for all the help and support.

This is a fantastic program and has helped two of my three boys. Thank you.

The First Steps program and the knowledgeable therapists at the Special Learning Center, have helped my child to crawl after we detected a minor stroke affecting her motor skills on her right side. She not only learned to crawl but she also learned to walk in a timely manner that was close to her normal developmental peers. She wears an Orthotie, but walks very well with or without it. We are amazed at what a few weeks time in therapy does for her physical motor development. The therapists have also been working a lot on her fine motor skills with her right hand and she has come a long way from holding it into a fist all the time to using it in everyday activities. We couldn't have come this far without the program and her special therapists who truly care.

I have met only one time with my coordinator. I've left a message over a week ago with no response. The program seems to be in chaos with the change over. I've had difficulty getting a response from the speech therapist we were referred to. So far, I would not be willing to pay for this program, as we are receiving NOTHING!

Why should the race/ethnicity matter? I refuse to answer.

The therapists my son has are excellent providers to assist in his development. In addition, they provided additional information about his development that we would have never known. We are grateful to these therapists and know they are also helping other children develop with their assistance. We did not have much contact with the service coordinator. There is not much assistance from First Steps once the child turns 30 months for additional services. For example- weighted vest or other occupational tools. It is like we were dropped from the program with no communication unless the parent pursues the issue.

We have enjoyed the services we have received thus far and wish to continue at this time.

As a family, I don't know where we would be without your staff. You have truly made this a very pleasant transition from hospital to home. The ongoing support is awesome. We appreciate all that you have done for my daughter, my wife, and I. Thank you so much.

Since my coordinator was changed in January 2006, I have not been contacted by my new coordinator. There has been no follow-up since the change to see how things are progressing or if additional services may be needed.

Everyone I have worked with at First Steps has been great! This is my second child in the program so our physical therapist knows us well.

Great common sense ideas and exchanges.

I would love to meet other parents who are in the program. I have not yet been aware of any Parent Support groups.

First Steps is a wonderful program that is invaluable to the children of our state. Keep up this important work.

We have had a very positive experience working with First Steps. We feel so fortunate to receive the services First Steps has provided. We feel Family Cost Participation is a good way for families to do their part and to ensure the longevity of the program.

I have not been made aware of any of the resources available.

A list of resources was given to us (too many to name). Our physical therapist was so wonderful. We really hate to grow up. We will miss the time with her. She is a wonderful physical therapist who is very charming and loving to our child. Thank you so much for having her help our daughter.

There was no occupational therapist in Kirksville willing to work with your program, so we had to go all the way to Moberly. We got some extra "consultation" from the speech therapist (who was supposed to consult via phone with the occupational therapist in Moberly), but it wasn't enough OT! There was no one to work with us in the home on behavioral issues (getting our son off the bottle or potty trained). We need providers in our town!! Our service coordinator did the best she could, but without service providers, what's the point?

My daughter has made a lot of advances due to the therapists she works with. We are extremely grateful to First Steps. The only thing that is less than perfect is our service coordinator. She is a good person, but it is obvious she is not a parent. She is nothing but respectful and nice in our communications, but I always feel an underlying sense that she feels she has something else to do, or that she finds my inquiry of her foolish. She is somewhat condescendary in her replies to my questions. But again, it is worth it because my daughter has made great strides since being in the program. My only suggestion would be to provide some other person on forum for feedback other than the service coordinator in case that is the person you are having issues with. If I felt this issue was important enough to report it to someone, I would have no idea who to take it to.

The First Steps program is an excellent program. We would like to continue for a long time.

I have had five children go through the program. All have benefited greatly from the program.

The First Steps program is wonderful. They have eased my concerns about my son because I know he is in the best place for his special needs. He enjoys going to the SLC and I feel he is making great progress.

No resources really. It may have been in the same initial paperwork, but there has not been any conversation about these resources. First Steps has been incredibly beneficial for our family and our service providers/therapists are great. However, there have been numerous challenges. My son was not even approved for evaluation at eighteen months, although he should have started therapy then. Once he was evaluated at two years old and accepted into the program, I don't believe the coordinator did enough to truly walk us through all of the steps and options (finding therapists, etc). At one point we called to try to increase services (30 more minutes of speech a week) and it took more than one month to even consider our request, and only after we complained to a supervisor. It was a very frustrating process!

The new system is not as helpful as the last.

We have a wonderful physical therapist. We really appreciate him. We also have the best service coordinator we've had so far (we've had 3 this year). She has been very helpful.

The services my child receives through First Steps has made a tremendous difference in her development. This truly has been a life changing program for our family. All of the professionals we deal with are knowledgeable, helpful and supportive.

While we entered First Steps under the old system and have had great success, the roadblocks and cutbacks that we have seen in the past five months are seriously impacting future success rate for new entrants.

I have been amazed at the effort on the part of all the home visiting therapists to set appointments that are convenient for my family. Thank you very much. It's easy to see you are more than "committed to your job". You seem to have a genuine love and concern for the children-and they sense it, too. God bless you.

Working with First Steps has been a positive experience. We are grateful for the help they have given our son. The speech therapist has been fantastic.

An occupational therapist is needed in my county that will come into the home for therapy. Many children that I know would benefit from this service. These children have Amino Deficiency.

We didn't know what First Steps was really about until we had our child who has Spina Bifida. We are so grateful for First Steps and what they have done for our daughter and our whole family. Thank you for working so hard to keep Blunt from shutting First Steps down. Thank you First Steps!

Our experience with First Steps has been wonderful! Our service coordinator has been a godsend! Absolutely wonderful! First Steps should acknowledge how outstanding she is and should use her as an example of how a service coordinator should be.

I am very happy with my service coordinator now. She has been a positive influence in my daughter's therapy. We just increased speech and when I asked about it with a First Steps coordinator, she said we don't give speech therapy two times a week because when she qualifies for early childhood, they don't do speech therapy two times a week. I totally disagree because my older, five year old child, has speech therapy two times a week. You need to communicate to the coordinators to keep "their" opinions to themselves.

My son's developmental therapist is great. One night she was over and we were having trouble with tantrums. She stayed late and worked with us through an episode. I was very impressed at how she took charge and led me through and made me feel more confident in handling a screaming toddler. She gave me pointers and advice to use when she wasn't around to walk me through. We are very happy with her services and enjoy seeing her.

First Steps is an amazing program. It has provided emotional and financial support, resources and parent education for us in our time of need - at the discovery of a surprising disability.

We just recently began services. I wish services had been initiated sooner. It took almost two months before services began. My child is only 4 months old, so this is a significant amount of time. The staff/service providers have been very friendly and helpful so far.

Early intervention could have been earlier but it was too hard to get services. My daughter wasn't delayed enough. I wish that getting early intervention would not be such a difficult process.

I think First Steps is a wonderful program that helps families in so many ways. The services we have received have been invaluable. I can't imagine what our family life or my child's life would be without them. Not only have we worked with a terrific coordinator, but our therapists have been knowledgeable, understanding and supportive in more ways than I could have imagined. I know that my child's future will be deeply impacted for the better because of all the service we have. Thank you.

My daughter has only been on this program a couple of months. She has only been in speech therapy for a month. There hasn't been a great deal of progress yet, but I am hopeful that there will be. All of the people that we have been in contact with in this program have been very nice to us and we appreciate this.



I was not very happy with the way First Steps responded to my questions. They didn't call me back and I have now had three service coordinators in eight months. They also wanted to start occupational therapy for my daughter but they didn't find an OT for five months. Then they didn't want to pay for physical therapy. Also, when we had the first transitional meeting, my service coordinator didn't know and didn't call. When we rescheduled, I had a new coordinator that I had never met before that day. Also, they referred me to SSI and when SSI needed information, they didn't send it even after I called repeatedly. I ended up sending the information they requested from the copies of the evaluation I had. The Central Finance Office has been really friendly with me and very easy to contact to ask questions.

I have been very unhappy with First Steps. I have had two previous service coordinators that we had to replace. We were told that the IFSP was "none of our business" and the service was cut, despite a provider's recommendation of our family's need. Our third service coordinator is excellent! My son has had two speech therapists that were fired for not showing up and not relating or working with our son. One wanted our son to "work" for food as a reward for completing tasks. Our present speech therapist is awesome! Our son has had two occupational therapists. One was fired for not following the outcomes on the IFSP. The other just showed up and did nothing. At present our son has no First Steps occupational therapist. Our son was severely delayed in speech and he was only given one day per week of speech. Despite the provider's recommendations that he be given more. Our wishes were ignored. Our son's medical team secured our son's speech therapy and occupational therapy outside of First Steps. We credit these therapists for our son's progress as they have been steady in their therapies. When my son's speech and OT was interrupted, I have had to do much of my own research on services, agencies and available resources for my son. I have had to fight, advocate, and speak up so he receives what he needs. However, we are still faced with OT issues not being addressed. My son is Autistic with Severe Sensory Integration Dysfunction, along with severe language, speech problems and fine motor problems and so we need these First Steps services. I suggest a parent panel who can report to you what really goes on. Thank you for this survey and my chance to report our case.

My initial service coordinator was very nice but not active in planning or maintaining contact with me. However, things have progressed without difficulty because of our speech therapist. I cannot imagine what Missouri's special needs children would do without First Steps. My hope is by the time my daughter reaches school age she will no longer require therapy.

I wish they would send me more about community resources so when my child turns three, he can still get the help he needs.

Without First Steps my child would have been left behind. Thank you all who help us find the way.

My twin boys also attended First Steps. Now my third son has gone through the program. If it were not for the early intervention of First Steps, my children would not be able to be in a typical classroom which is where they are now. Keep up the good work.

I don't like having to pick your own service providers. It would be better if appropriate one's are assigned and then it would be easier to switch if needed.

I am very thankful for this program. The amount of therapy my son needs would have put a huge financial burden on us. Also, the therapists are wonderful. I really like it that they come to the house. I think it enables my son to be comfortable with his surroundings with the least distractions. My son's speech therapist is wonderful with my son and she is very knowledgeable and works well with him and shows a great amount of commitment to her work. I believe she is reliable and trustworthy. These qualities have been encouraging to me and my husband. Thank you.

Our First Steps experience has been wonderful. We are very thankful for the caring therapists who work with our daughter and guide us in so many important ways. We cannot imagine eliminating this service in the future. There are so many families and young children who benefit from First Steps. Working with problems early in a child's life will decrease and possibly eliminate the need for future services.

Thanks for all the support you have given to me and my family in this hard journey as a guide helping with the daily needs of a special child. Thanks big!

Our physical therapist is a wonderful, caring person. My daughter and I love her.

The First Steps program has been a wonderful resource for my family. So many parents are grateful that our children are so lucky to receive these much needed services. Thank you so much.

Service providers were great (OT and PT). I had a very hard time getting into the First Steps program because the service coordinator did not know that Spastic Dysplasia was a form of Cerebral Palsy and told me that she could not find the ICD-9 code. If I had not been a knowledgeable parent, I probably would have not been able to help the service coordinator with this matter. After that, the service coordinator was very helpful and nice. Thank you.

We are so thankful to have this program. It has been wonderful to work with the professional therapists and to learn so much about my child and how to help him. Thank you for asking.

We could not have had a better experience or more help from anywhere else. First Steps is great and is needed. These children deserve a chance.

Our child has blossomed in terms of development! He uses a lot of sign language and has gotten better with relatives seeing, holding, and talking to him. He still has major transition issues, and separation issues with mom, but it has gotten better. Thanks.

I appreciate all help received from First Steps, however, it has become difficult for me to get all providers to submit claims to my personal insurance primary then First Steps as secondary. I feel this would be beneficial to both our family and First Steps by cutting down significant amounts paid out by First Steps on our behalf.

What difference does it make what my race/ethnicity is? I am very, very pleased with our First Steps therapist. She is wonderful. Our coordinator is also very good.

An absolutely wonderful, vital program. Really essential for my child and me. Thank you.

Without First Steps my child most likely would have been diagnosed as being Autistic. The pediatric neurologist said he is now borderline, leaning more towards the non-Autistic side. We are very grateful for First Steps!

My service providers really care about my son and go out of their way for him. They really want what's best for him and they listen to my concerns.

I am very pleased with the therapist addressing my child's needs. I also find them to be very accommodating. However, getting into First Steps was extremely challenging. I was sent all over because no one knew who handled my area. Then I felt like I had to jump through hoop after hoop, lots of red tape, and meetings to get started. Once I began, I am pleased with the services. However, I have met several other parents with similar challenges and they had not a clue about First Steps. So, I don't think the information is out there for parents. These kids deserve a shot in our public schools and for kids with speech and behavior problems, these services would be a great start!

Our speech therapist is helping our daughter. She is doing a wonderful job! We have no complaints about this program. It has helped our daughter in such a positive way! We are extremely grateful for the help! Thank you.



The First Steps program is an excellent idea, but only helped my daughter in the last three months when I found out that my daughter could be going to the Special Learning Center. I find the SLC as made a remarkable difference in my daughter and she has only been there close to four months now. I wonder how much more progress she would have made if the First Steps people had told me that I could have sent her there. You all were very helpful after I found out there was more you could have been doing. In other words, please make sure that families know all their choices. I really feel you all failed my daughter until it was time for the school district to step in.

Everyone I've come into contact with through First Steps has been most helpful and willing to do whatever we needed. However, because of the young age of our child, he has not yet received any of the services which we feel he will need. For this reason, I feel that some of these questions do not apply to this past year of contact with First Steps. However, I look forward to the help this program can offer in the future.

Awesome program! I would definitely recommend it to other parents. We love First Steps. Our doctor referred us as my daughter has low muscle tone which she had at birth. The people are very nice and helpful and we love her physical therapist and occupational therapist. They have helped her so much and they have helped us also, especially as first-time parents. We also have swim therapy.

As of this year we have a new service coordinator. Our previous coordinator only called when it was time to schedule a meeting. I don't feel as if she earned her pay. We feel she never contributed or followed up except when it was time for our IFSP.

We wish it would continue to be a free service. Doctor visits and childcare is already expensive and now we have to add this. It is a very valuable program, so we will continue despite the cost.

The therapists and nurses have helped my daughter through very hard times. Thank you.

First Steps is an awesome program which I feel very fortunate and grateful to be a part of. I hope they will always continue to help others as they have my son and I.

Although I do not routinely use our service coordinator I am glad to have her as our point of contact should I ever have any problems or questions. Whenever I have needed help she has been very efficient and prompt. We have just not needed her "routinely" as the question stated. She has been indispensable when we have needed her. The service providers have also been excellent to me, my child, and my family. They are a welcome addition to our "family" and provide not only lessons to my son but also help the rest of my family to help my son during sessions and during the rest of the time. They listen to my concerns and share in our successes. I am so thankful for the help we have received from the First Steps program.

We could not be any happier with our speech and developmental therapists or service coordinator. They have helped my daughter so much!

The therapists are wonderful. My service coordinator does not check in and offer to find services. We rely on therapists and doctors for an effective therapy plan and information. Service coordinator is a disappointment.

First Steps has helped my family in so many ways. I still feel that there are things that could be improved but, for the most part, I have been very happy and thankful for the service you have provided.

I think that the First Steps program is a very good program for me and my son. Thank you for all of your help.

The First Steps program has really helped my child. I had never heard of First Steps before my child was born. I never thought I would see such a thing or have a child with special needs. I am so grateful to all of his therapists and his service coordinator. They are all a tremendous help to my child and my family. I would be clueless without all of them. I wouldn't know how to help my child. He is truly wonderful and such a blessing to our family. He's so happy and loved more than you could know. I wouldn't change him for anything. Thank you.

First Steps has been wonderful. I do not know how my son would have made any progress without all his great therapists. Thank you First Steps.

The staff we have worked with have been very professional and helpful. Outstanding program which has improved my child's development and confidence. Thanks very much! Extremely helpful since we are new to the area. Would hope it will continue if we should have more children.

I was very happy with the First Steps program in Greene county until recent changes have been made to the program. We had a wonderful service coordinator who we trusted and assisted us. Unfortunately, she is no longer employed by First Steps as well as my intake coordinator. At the present time I am unhappy with the changes taking place. My current service coordinator did not call me to introduce herself nor would I now feel comfortable calling her with questions. It is very unfortunate that so many wonderful employees were let go. I feel very disappointed with Mr. Blunt's cuts to the program. If we were not reaching our three year mark, I would not continue with the program due to recent changes.

I wish there were more therapists available for in-home services. There is also a real need for more available therapists in a rural area. I had a hard time finding speech therapists for in-home services. Without any help from my service coordinator I found one on my own. And for the area I'm in we could not find an occupational therapist, therefore, I had to drive sixty miles round trip. I'm very grateful for the First Steps program. My son has made great strides and improvements in this program. I'm glad I did not have to wait until he was school age to get help.

#4: It was easy to learn about First Steps and get into the program, but they weren't able to provide services according to our needs and their motto, "Meeting your child's needs in a home-based environment." #12: Our service coordinator has been advocating services since she became full-time in January but unable to get what we need. #22: We are better off because of the little we received but it has been stressful to go to the provider instead of having them come to us. Plus, we would be receiving more frequent therapy if they would come to the home. We are currently in the process of applying for other funds to finance therapy closer to home to better meet our child's needs. Also, he could use occupational therapy services which we are not currently pursuing due to having a third long trip to make in addition to the the two most important ones (physical and speech/language services). Our child does not travel well. As a whole we have been very disappointed with the program.

Our daughter's physical therapist was, and is, just awesome. Not only has she guided me and my husband through developing our child's strengths and overcoming her delay, but she becomes ecstatic when she arrives to "play." She's been great. She shows me what I can do to further her strength and catch up from the gross motor delay she had and has helped her to be just like she should be at this stage in her life. Thank you for sending her to us and for helping our child grow!

I would like calls from my service coordinator more often and also my therapist would like to know when our six month meeting is. My son is now 7 months old.

My experience with First Steps has been nothing but positive. I have been provided with information in a timely manner and feel like the care providers (PT, OT and speech therapy) are exceptional. They all show great care and concern when working with my son and have provided me with excellent recommendations.

The First Steps program has helped to normalize our family despite the overwhelming emotional strain the last two years have been. In particular, I would like to mention that our former service coordinator has been an outstanding source of support, information, and encouragement. I do feel that it was unfair that this close to the end of our journey with First Steps, we would be subjected to such a dramatic change in services. I feel that the changes that have been made will have a negative impact on our family and other families whose service coordinator was changed. I had hand picked my service coordinator from a group of 3-5 others and I feel that made a difference in how she and I worked together to benefit my baby. We worked together wonderfully. She is an invaluable asset to the program. My biggest complaint, aside from the recent changes, is that we cannot get the full services we need for our child due to our "location." There is a lack of First Steps therapy services in my county (OT, PT and speech) and currently, we are only able to receive physical and speech through OMC, but they still do not have a properly trained pediatric care occupational therapist available for our area. For our son, OT involves a lot of floor work. The person OMC assigned to our area cannot sit on the floor and has no PEDs experience what so ever. OT is something we desperately need. Thank you.

We have only been involved with First Steps for less than a month, but I have already seen a positive progression in my child's development. All of the instructors have provided helpful ideas to use in home. I know that this program will be good for our family in the long term! I am thankful for all of the help and information everyone has been so generous in offering!

When my son was born we lived in a different county and received all the services my son required. Then we moved and lost all services. It has been six months since my son has seen a physical therapist and he finally just got an occupational therapist and he desperately needs a speech therapist as well. At one point, I even agreed to drive him to Columbia to receive services. The first six months he received services did so much good in his life and mine and I truly would like to continue to get him help. Can someone please help me get a physical and speech therapist? Thanks.

Our son was preemie. The concern we have is his insurance being capped out now that our insurance is being billed for all of his services. We think First Steps is a terrific program and would have liked to see no changes being made. The revised program has added extra stress with our concern over insurance.

My child seldom needs help from the providers. She is doing very well. I do love having the services available if we need them.

Although we have only needed limited services, they have been well executed.

I wish I had learned about some of these resources. I think that the new policy of waiting for a parent to ask for help before offering any services places a lot of hardship on families. When we first entered the First Steps program, we were new, first-time parents. We didn't know what we should be concerned about, having never been through the process before. If the current procedures had been in place when my daughter was born, I don't think she would have received the therapies that have helped her along to her many impressive accomplishments.

The physical therapist that we have for our child is such a great asset to the program. She has helped us in so many ways and we are very grateful to have her and the First Steps program for our daughter.

We have been very pleased with our service coordinator. She has been sensitive to our needs and has been very responsive in coordinating the appropriate speech and occupational therapies to help our child. Because of the early intervention services available through First Steps, we feel that our child is making significant progress in overcoming some of her challenges. Thank you.

First Steps has been an invaluable program to us as parents, as a family, and for our son. Excluding our previous service coordinators (the first one was no longer available for our county after the phase change and the second, who was assigned to us, was more concerned about her job than about helping us). Our current service coordinator and all the therapists we have ever had have gone above and beyond their calls to help us. While our son receives the services he needs for development, we as parents are still expected to provide an environment and ways to implement the things he learns. We still are given primary responsibility for our child's growth and development, but we have absolutely wonderful providers.

First Steps has been invaluable to my child. I and my whole family are very sad to transition our child out of First Steps and into the public school system. When my child started this program, she did not move, respond, react, make noises - she just slept. Now, after the therapies she receives, my child is mobile, does sign language, is beginning to make words, is very social and even though she is developmentally behind, she has made leaps and bounds. Our current service coordinator has been amazing. Her support and willingness to help have made me a more confident parent. First Steps is a wonderful program. I just wish it went until my child started kindergarten. Thank you so much to all who have helped our child develop and grow. This program is priceless and I hope that Governor Blunt realizes it.

First Steps is an awesome program and has made a tremendous difference in my daughter's speech and language skills. Because of the required hearing screening at the hospital, her hearing loss was detected before she was five days old. This early detection and First Steps has put her above average in language skills. First Steps paid for her first set of hearing aids and additional ear molds thereafter. They assisted in the cost of trips to St. Joseph's Institute for the Deaf and Children's Mercy Hospital; both of which lessened the financial burden of the situation. Having two hearing disabled children (my 16 year old daughter did not receive First Steps benefits because hearing loss was not caught until kindergarten), we truly appreciate all that First Steps has provided. All of our therapists were wonderful and will be missed. There are many others who helped us. Thank you all!

First Steps has been very beneficial for my child. Everyone we have worked with has been very helpful and we greatly appreciate it!

Race is not such a big deal to most people. I'm sure I'm a mix of all, or most of these.

First Steps has been a valuable asset to our family. Without the help of First Steps it would be a challenge for us to afford the best care for our son. We wish Governor Blunt wouldn't have initiated the Family Cost Participation. We already pay a lot with insurance deductibles and co pays.

Unfortunately, our experience with First Steps has not been as positive as I would have hoped. In theory, First Steps is a fabulous idea. My time in the program has jaded me. Our one bright spot and ONLY help has been our service coordinator. She truly wants to help my son, but in so many ways her hands are tied. In my county there is no acceptable provider for our needs. Our son needs speech/language and occupational therapy. We are getting better help from graduate students in an area clinic than from the state providers. The speech/language therapist available when we first developed our IFSP has been FIRED from several school districts and I know first hand why. She was terrible. She documented false progress. Some of the skills she claimed my son could do after one month of therapy, he still cannot do. She seems uninterested in him or trying to help him. She simply filled out inaccurate reports and billed the state, and in my opinion, we would have been better off never having interacted with her. Many families have had the same experience yet my tax dollars are still paying for her to work in the First Steps program. WHY? The hospital in our area cut First Steps because of reimbursement issues. Due to this, there is not a single occupational therapist available to First Step families in our area. Once again, we qualified for care and we could not receive care in our area. I have heard the hospital MAY return to the program. I hope they are able to so other families get better help then we do. We are not about to let a program with problems prevent our son from learning and living. We sought therapies on our own and are now fighting our insurance company to cover these. Additionally, we decided to leave Adair county. The last few months have really opened our eyes. We hope First Steps finds a way to better help families.

Luckily, we did not end up needing any assistance, special assessments, or help. Our son has been cleared with no impairments. First Steps is a great program.

Part of my concern is that my daughter does not have a diagnosis. It is difficult to come to terms with a disability when there is no cause or reason. I don't feel supported, because no one else knows why either. Just part of life. I feel like I have had to pursue information on support services. I have not been given any information regarding support services, nor any information regarding legal rights, with the exception of the handout, which is like reading stereo instructions. I have seen a great deal of progress in my daughter in the three months she has been receiving services. The therapists are very knowledgeable and friendly. The service coordinator has been very helpful.

Many questions were asked/reviewed 1000 times, which was such a waste of time.

I just want to say that our therapists are outstanding. I really like them. Our past service coordinator is who I evaluated on this survey. We now have a new service coordinator but it's only been two months. So far she is great.

My service coordinator has been wonderful. She is timely, professional, yet personable and very knowledgeable with the First Steps program.

My service coordinator is not all there. I will call her and it may take her weeks to get back to me and she acts like I never called her. I will pick out a therapist and she will change it without telling me. I would LOVE to have a different one.

Our First Steps coordinator has been fantastic! From our first appointment she has been professional, organized and efficient. It has been a true joy to work with her. This service has truly been a godsend for our family and our son has reached many milestones and continues to improve due to his exceptional care through this amazing program. Please continue funding these services. Thank you!

Our service coordinator and physical and occupational therapists are very friendly and knowledgeable. They work hard to make sure our daughter gets the help she needs. They all show concern for her and are very caring. She loves having them over. It helps me and is very convenient that they come to our home. Thank you for all your help.